



CitiStat Analyst

Required Qualifications:

Candidates are required to possess a minimum of a bachelor's degree (graduate degree preferred) and have relevant academic and/or professional experience in program development and/or evaluation, process improvement, performance management or related experience. Candidates should also possess a demonstrated ability to effectively interact with city officials, agency leaders, citizens, and colleagues, and be able to effectively work under strict deadlines. Strong writing, analysis, and presentation skills, as well as proficiency with Microsoft Office Suite (Word, Excel, and PowerPoint) technologies and Internet search engines are required.

Position Description:

Working under the supervision of the CitiStat Director, the CitiStat Analyst will be responsible for applying the CitiStat tenants (accurate and timely intelligence, rapid deployment of resources, effective tactics and strategies, and relentless follow-up and assessment) to advance the goals of the City of Baltimore's municipal government.

Analysts are required to:

- Perform quality assurance and quality control to ensure data accuracy, to analyze aggregated and individualized data sets, and to prepare written reports and recommendations.
- Work effectively with agency leaders and staff and to clearly understand the agency's mission with the goal of developing strategies and recommendations that will improve the City of Baltimore in a cost effective manner, without compromising the quality of services provided to citizens.
- Develop performance metrics, data collection systems, and data reporting requirements for assigned city agencies.
- Review, compile, and analyze data to advise decision makers about opportunities to improve the quality and effectiveness of municipal services.
- Conduct field investigations, site visits, and community outreach in support of enhancing knowledge of municipal services.
- Conduct policy research and seek best practices that can be adopted in support of furthering the goals of Baltimore City government.

Suggested Reading:

What All Mayor's Would Like to Know About Baltimore's CitiStat Performance Strategy

<http://web.pdx.edu/~stipakb/download/PerfMeasures/CitiStatPerformanceStrategy.pdf>

<http://www.baltimorecity.gov/Government/AgenciesDepartments/CitiStat.aspx>

Salary Range: Commensurate with Experience

Interested candidates meeting the minimum qualifications may submit a resume to Jennett.Cook@baltimorecity.gov.

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